



**Department
of Health**

**Medicaid
Redesign Team**

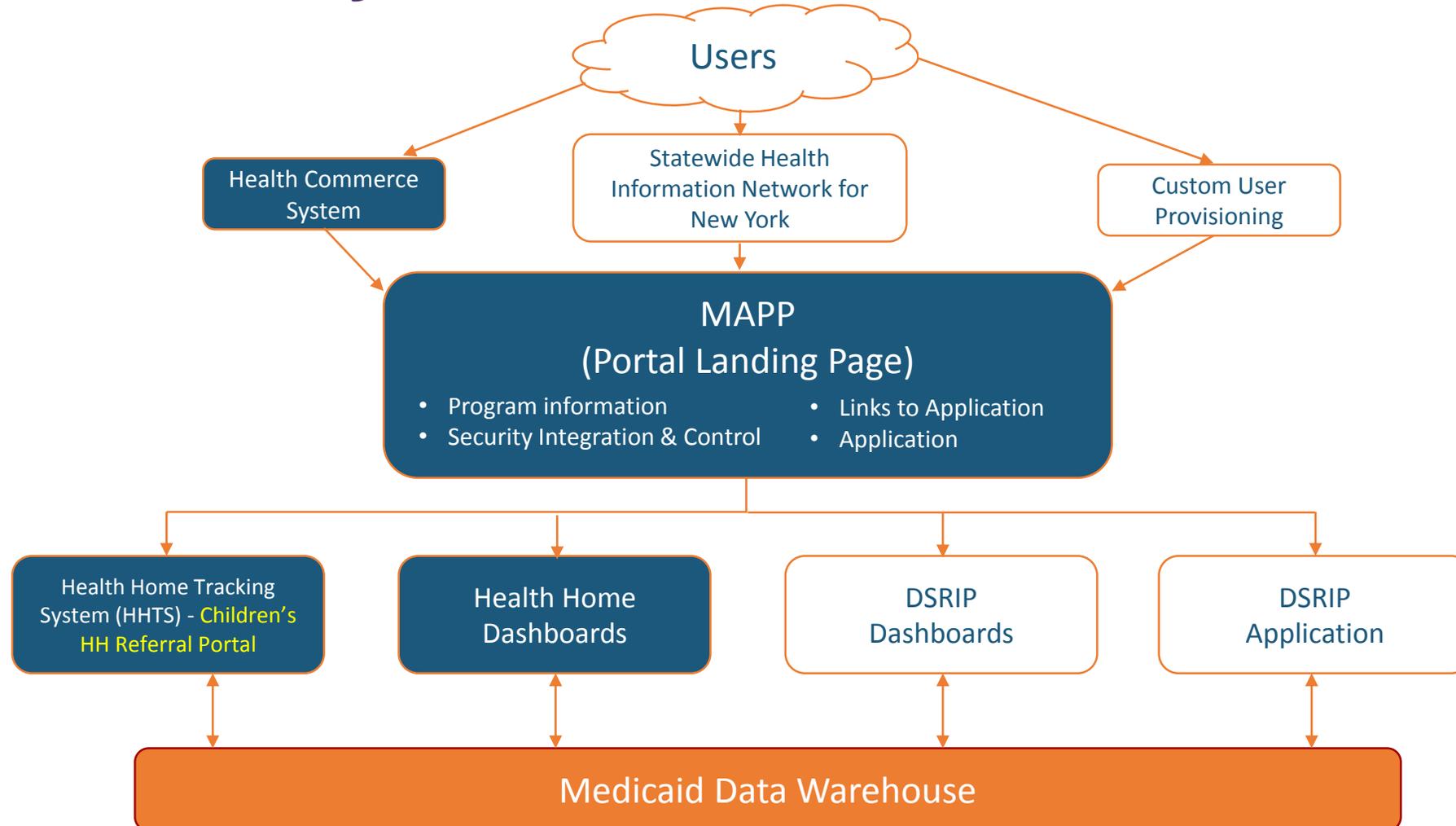
MAPP Children's Health Home Webinar Local Government Units & Single Point of Access

July 21, 2016

Agenda

- MAPP Overview
- Understanding the Process to Access MAPP HHTS
- Health Home Tracking System
- Health Commerce System Access and Purpose
- Next Steps

Medicaid Analytics Performance Portal



Understanding the Process to Access MAPP

Access

1. Log in to HCS

HCS Login

User ID

Password

The sharing of user accounts is strictly forbidden. Repeat offenses may result in the permanent removal of your account.

[Forgot your password?](#) [Forgot your user ID?](#)

Or sign up for an account:
[Lic. Med. Prof.](#) [All Others](#)

2. Launch "MAPP"

My Applications

Acronyms & Abbreviations	
Application Access	i
CART	
ComDir Role Lookup Tool	i
Coord Account Tools - HCS	i
Coord Account Tools - LHD	i
Coord Account Tools - PCC	i
Coordinator's Update Tool	i
Emergency Contacts	
Health Facilities Info Sys HFIS	i
HINAPCF	i
IHANS (Notification System)	i
MAPP	i
Move development to test	i
Move test to production	i

3. Complete MFA Process

Instructions

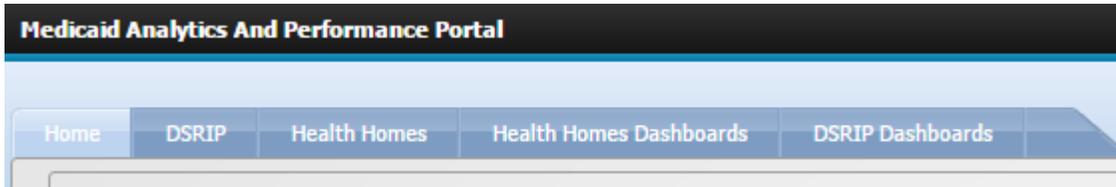
- Please enter the code received from your SMS message on your registered phone number.
- You will be logged out of HCS after 3 unsuccessful attempts.

Authentication

Verification Code: *

Access

4. Select MAPP Application



5. Work within the Health Home Tracking System



Health Home Tracking System



Provides online interface to the Manage Care Plans (MCP), Health Homes (HH), and Care Management agencies (CMA) to collaborate in real-time and track a member's status.

Users are able to:

- Refer members to Health Homes.
- Upload/download member information & transactions.
- Coordinate across MCPs, HHs, and CMAs using workflows & notifications.
- View member's Medicaid information.

*System is live for adults; anticipated go-live date for children is **December 2016**.*

Health Home Tracking System – LGU and SPOA



LGU and SPOA staff will have access to the Health Home Tracking System as “Referrer”.

- The role of “Referrer” permits staff to:
 - make referrals for regarding current and waitlist OMH TCM clients and regarding other children they work with for HH Care Management services.
 - an access point to make referrals for community providers who are working with children who are HH eligible but do not have access to the HH Tracking System Referral Portal

Each LGU and SPOA must identify which staff **require** access to the MAPP HHTS to perform his/her responsibilities; not all staff will require access.



Terminology

Local Government Units (LGUs) govern the oversight of county-run mental health programs and local not-for-profit mental health service providers that are licensed, certified, or funded from the NYS Office of Mental Health.

Single Point of Access (SPOAs) are part of the county's existing community based mental health governance structure which manages referrals, vacancies and waitlists for high end services and community programs. Its focus is to improve coordination and manage the effective allocation of resources in the mental health service delivery system.

Notes:

- Each county has an LGU. The LGU includes the SPOA.
- Some counties have subcontracted the SPOA responsibilities to a community agency.

Why the distinction?

	County has LGU only
LGU Responsibilities	Performed by County Staff
SPOA Responsibilities	Performed by County Staff
HCS Organization Set Up	County set up as organization
County HCS Coordinator	Responsible for county staff
County Gatekeeper	Responsible for county staff

Why the distinction?

	County has LGU only	County Subcontracts for SPOA
LGU Responsibilities	Performed by County Staff	Performed by County Staff
SPOA Responsibilities	Performed by County Staff	Performed by subcontractor staff
HCS Organization Set Up	County set up as organization	County set up as organization AND Subcontractor set up as organization
County HCS Coordinator	Responsible for county staff	Responsible for county staff
County Gatekeeper	Responsible for county staff	Responsible for county staff
Subcontractor HCS Coordinator	n/a	Responsible for subcontractor staff
Subcontractor Gatekeeper	n/a	Responsible for subcontractor staff

Health Commerce System (HCS)

- Secure portal managed by SDOH
- Used by a range of organizations
- Home to 100's of different applications
- Manages user authentication



- ✓ Each County set up under “County LGU-SPOA” HCS organization type.
- ✓ Each subcontractor set up under “County LGU-SPOA” HCS organization type.

Key Roles

Single Point of Contact

Single Point of Contact (SPOC) will:

- facilitate communication between SDOH and LGU/SPOA concerning the implementation of Health Home Serving Children including access to the HCS and the MAPP Health Home Tracking System.
- receive direct communication from SDOH and is expected to disseminate the information to the appropriate staff within his/her organization.
- compile any required responses and submit the information to SDOH.

HCS Coordinator

- Delegated authority to grant access to HCS for staff from your organization.
- Primary responsibility is to create new users and edit existing users the HCS for their organization.
- Ensure that only authorized and appropriate staff have access.

LGU Gatekeeper/SPOA Gatekeeper

- Delegated authority to grant access to MAPP for staff from your organization.
- Primary responsibility is to create new users and edit existing users *within MAPP* for their organization (i.e., county or subcontractor).
- Responsible for updating organizational information.
- Must be adequately informed of MAPP to ensure that only authorized and appropriate staff have access to MAPP.

Next Steps Based on Organization Status

1. Organizations that **have submitted** the names of the HCS Director and Coordinator(s).
2. Organizations that have an **ACTIVE** HCS Director and Coordinator(s).
3. Organizations that have **NOT** submitted the names of the HCS Director and Coordinator(s).

Select LGU or SPOA Next Steps

The proceeding section applies to the following agencies:

Cayuga County Community Mental Health
Genesee County Mental Health Services
Oneida County Department of Mental Health
Steuben County Community Mental Health Center

- ✓ The HCS Director and HCS Coordinator applications for above agencies have been submitted to and processed by DOH.
- ✓ The applications have either:
 - ✓ not been printed, notarized, and submitted to CAMU. Please do so as soon as possible.
 - or
 - ✓ not been processed by CAMU (may take up to 2 weeks).

* List is current as of July 21, 2016.

LGU or SPOA Next Steps

- Identify up to two Gatekeepers.
- Identify the staff from your LGU or SPOA that will require access to the HHTS.

Please note:

- No formal action may be taken until the HCS Director and HCS Coordinator(s) accounts have been processed and activated.
- Once the accounts are activated, follow the steps that are presented in the next section.

Select LGU or SPOA Next Steps

The proceeding section applies to the following agencies*:

Albany County Department of Children Youth & Families
Broome County Mental Health Department
Cattaraugus County Department of Community Services
Chemung County Department of Mental Hygiene
Chenango County Mental Health
Delaware County Community Services
Dutchess County Department of Mental Hygiene
Erie County Department of Mental Health
Essex County Mental Health, Essex Co Community Services Board
Franklin County Community Services
Greene County Mental Health
Jefferson County Community Services
Lewis County Mental Health
Madison County Mental Health Department
Monroe County Office of Mental Health
Nassau County Office of Mental Health
Niagara County Department of Mental Health
Office of Community Services for Warren and Washington Counties

Onondaga County Department of Children and Family Services
Ontario County Mental Health Center
Orange County Department of Mental Health(SPOA is Access:
Supports for Living)
Oswego County Division of Mental Hygiene
Otsego County Community Services
Rockland County Department of Mental Health
Schoharie County Office of Community Services
St. Lawrence County Community Services
Suffolk County Department of Health, Division of Community
Mental Hygiene
Sullivan County Department of Community Services
Tioga County Mental Hygiene
Tompkins County Mental Health Services
Ulster County Department of Mental Health
Westchester County Dept of Community Mental Health
Wyoming County Mental Health Department
Yates County Community Services

The HCS Director and HCS Coordinator applications for these agencies have been processed by CAMU and are active.

* List is current as of July 21, 2016.

LGU and SPOA Next Steps

- Identify and submit the names of up to two Gatekeepers.
 - ✓ Refer to July 15, 2016 email.
 - ✓ Gatekeepers must have an active HCS user account.
- Identify the staff from your LGU or SPOA that will require access to the HHTS.
 - ✓ Not all staff will be required to have access.
 - ✓ Keep access to essential staff to minimize security exposure.
- Work with your HCS Coordinator to ensure that staff have their own HCS user account.
- Work with staff to complete Multi-Factor Authentication Process.

HCS User Account Creation

Paperless HCS User Account

NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UAS. The Health Commerce System (HCS) user account request has gone paperless! No more signatures and notary. Applying for an HCS user account is as simple as filling out an online form and having a NYS DMV Driver License or NYS DMV Non-driver Photo ID. People that do not have a NYS DMV Driver License or NYS DMV Non-driver Photo ID can still apply for an HCS user account using the existing process which requires signatures and a notary. Please see your HCS Coordinator to apply.*

A. User steps...

What are the steps?

To obtain an account, you must:

1. Register for an account
2. Enroll your account on the HCS. This step must be done with your HCS Coordinator

Important Information!

To enroll using the paperless process, you must have a NYS DMV Driver License or NYS DMV Non-driver Photo ID.

Where do I register?

1. Open your web browser and enter this website in the address bar

<https://apps.health.ny.gov/pub/userstop.html>

2. Click 'Register' for an account'

How do I register?

1. Complete the Name, Address and Policy Statement sections, and click Continue
NOTE: Your name must match what is on your NYS driver license or NYS Photo ID
2. Request a userid and create a password, click Continue
3. Answer at least six of the 27 secret question, click Register
4. Confirm your account information, and click Confirm
5. Print your NYSDOH Account Registration Completion information, click OK
6. You will receive a confirmation email that your userid was created
7. See your *HCS Coordinator with your NYSDOH Account Registration Completion printout and your NYS DMV Driver License or NYS DMV Non-driver Photo ID



B. Coordinator steps...

How do I enroll a user with the paperless process?

1. Log on the HCS
2. Click Coord Account Tools - HCS under My Applications
* Counties click Coord Account Tools—LHD
3. Click User under 'Request an account for a...'
4. Click Yes, they have a NYS DMV driver license or NYS DMV Non-driver Photo ID
NOTE: A NYS driver license is required for the paperless process. If they do not have one, click 'No, they do not...'
5. Select your organization in the list
6. Enter the user's Public ID, click Submit
NOTE: This information must be supplied by the user when they registered for an HCS account
7. Enter the user's information from the NYS driver license or NYS Photo ID, click Submit
NOTE: The information must match exactly
8. Enter the user's contact information (fields marked with an asterisk are required), click Submit
9. Your user is enrolled on the HCS. Please instruct them to use their userid and password they created and sign in the HCS (<https://commerce.health.state.ny.us>)



C. User steps...

How do I sign on the HCS?

Once your HCS Coordinator completes their steps above, you will be enrolled on the HCS and receive a congratulations email. Do the following:

1. Read the 'Document 2 SAUP' for rules and responsibilities
2. Click the HCS website link (or copy and paste it in your browser's address bar), and enter your userid and password that you created when registering

- HCS Coordinator ensures staff have an active HCS User Account.
- All MAPP Users must have their own active HCS User Account
- Staff without an active account must work with their HCS Coordinator

1. Staff person completes Part A
2. HCS Coordinator completes Part B
3. Staff person completes Part C

* If you do not know your HCS Coordinator, please call the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 (M-F 8am-4:45pm)



Department of Health

Medicaid Redesign Team

HCS User Account Creation

- Can I use the HCS Paperless process for a staff member who is an out-of-state resident?
 - No. The paperless process may only be used for staff with a New York State Driver's License or a New York State Non-Driver's Photo Id. The HCS Coordinator must use the **Coordinator Account Tool** to complete an **Account Request**.
- The user created an HCS user account. Why is it showing up as not active?
 - The most likely reason for an account being listed as not active is that that HCS Coordinator did not complete **Step B** in the HCS Paperless Process.
- Is it necessary for staff to have an HCS User Account for training and to access the MAPP?

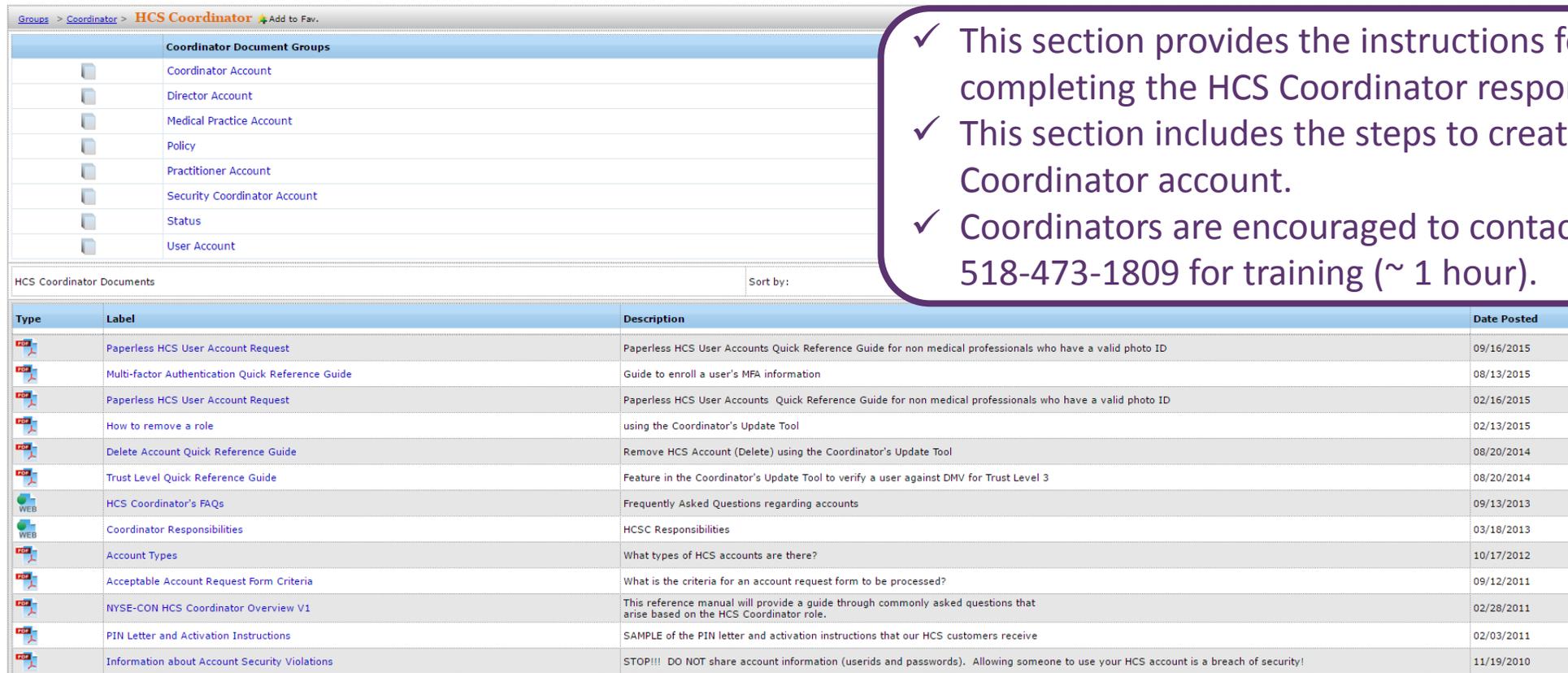
Yes. This is one of the basic requirements for a user.

Select "Documents by Group" to access HCS Coordinator resources

Type	Label	Description	Date Posted
PDF	Delete Account Quick Reference Guide	Remove HCS Account (Delete) using the Coordinator's Update Tool	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
PDF	Paperless HCS User Account Quick Reference Guide	Quick Reference guide - NEW! Paperless HCS User Accounts for non medical professionals OR all those needing access to UASI!	11/08/2013
PDF	HCS Coordinator's FAQs	Frequently Asked Questions regarding accounts	09/13/2013
PDF	Coordinator Responsibilities	HCSC Responsibilities	03/18/2013
PDF	How to remove a role	using the Coordinator's Update Tool	03/15/2013
PDF	Account Types	What types of HCS accounts are there?	10/17/2012
PDF	Acceptable Account Request Form Criteria	What is the criteria for an account request form to be processed?	09/12/2011
PDF	NYSE-CON HCS Coordinator Overview V1	This reference manual will provide a guide through commonly asked questions that arise based on the HCS Coordinator role.	02/28/2011
PDF	PIN Letter and Activation Instructions	SAMPLE of the PIN letter and activation instructions that our HCS customers receive	02/03/2011
PDF	Information about Account Security Violations	STOP!!! DO NOT share account information (userids and passwords). Allowing someone to use your HCS account is a breach of security!	11/19/2010

HCS Coordinator Resources

-> My Content -> Documents by Group -> Coordinator ->HCS Coordinator



The screenshot shows a web interface for HCS Coordinator resources. At the top, there is a breadcrumb trail: Groups > Coordinator > HCS Coordinator. Below this is a section titled 'Coordinator Document Groups' with a list of folders: Coordinator Account, Director Account, Medical Practice Account, Policy, Practitioner Account, Security Coordinator Account, Status, and User Account. Below that is a section titled 'HCS Coordinator Documents' with a 'Sort by:' dropdown. The main content is a table of documents with columns for Type, Label, Description, and Date Posted. A callout box on the right contains three checkmarks and text explaining the resources.

Type	Label	Description	Date Posted
PDF	Paperless HCS User Account Request	Paperless HCS User Accounts Quick Reference Guide for non medical professionals who have a valid photo ID	09/16/2015
PDF	Multi-factor Authentication Quick Reference Guide	Guide to enroll a user's MFA information	08/13/2015
PDF	Paperless HCS User Account Request	Paperless HCS User Accounts Quick Reference Guide for non medical professionals who have a valid photo ID	02/16/2015
PDF	How to remove a role	using the Coordinator's Update Tool	02/13/2015
PDF	Delete Account Quick Reference Guide	Remove HCS Account (Delete) using the Coordinator's Update Tool	08/20/2014
PDF	Trust Level Quick Reference Guide	Feature in the Coordinator's Update Tool to verify a user against DMV for Trust Level 3	08/20/2014
WEB	HCS Coordinator's FAQs	Frequently Asked Questions regarding accounts	09/13/2013
WEB	Coordinator Responsibilities	HCS Responsibilities	03/18/2013
PDF	Account Types	What types of HCS accounts are there?	10/17/2012
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PDF	PIN Letter and Activation Instructions	SAMPLE of the PIN letter and activation instructions that our HCS customers receive	02/03/2011
PDF	Information about Account Security Violations	STOP!!! DO NOT share account information (userids and passwords). Allowing someone to use your HCS account is a breach of security!	11/19/2010

- ✓ This section provides the instructions for completing the HCS Coordinator responsibilities.
- ✓ This section includes the steps to create a HCS Coordinator account.
- ✓ Coordinators are encouraged to contact CAMU at 518-473-1809 for training (~ 1 hour).

End-User Next Steps

- Complete Multi-Factor Authentication process.
- Complete required training; anticipated availability August 2016.
 - ✓ End-users will receive email from MAPP Customer Care Center, which will include instructions for accessing training environment.



Existing Users Please Log In

Username: Password:

Remember Me

[Forgot Username or Password?](#) [New User Registration](#)

Public Class Calendar

June 2016

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

End-User Next Steps - MFA

Multi-factor Authentication Quick Reference Guide

The **Multi-factor Authentication (MFA)** is a method of access which a user can pass by successfully presenting several separate authentication stages. It will provide another security level to an HCS application that contains protected health information (PHI) or personal identifying information (PII). Users of the MFA protected applications will be able to choose how they will authenticate MFA, by SMS (text message) or voice call. However, to use the MFA feature, the user will need to enroll their MFA information using their valid NYS driver license or non-driver photo ID. If they do not have one, they must see their HCS Coordinator in person who can enroll them with a valid photo ID.

User steps...

What is needed to enter MFA information...

1. A valid NYS driver license or non-driver photo ID
2. If you do **not** have a valid NYS driver license or non-driver photo ID, **stop here and see your HCS Coordinator.**

Where do I locate the MFA feature...

1. Open a web browser.
2. Go to HCS — <https://commerce.health.state.ny.us>
3. Enter your User ID and Password
4. Click **Sign In**
5. Click **My Content** in the upper right corner
6. Click **Change My Contact Information...**
7. Click the **MFA Information** tab

MFA Information

How do I enroll my MFA information...

1. Enter your DMV ID or non-driver photo ID
3. Enter your date of birth (YYYYMMDD format)
4. Select your gender
5. Enter your zip code
6. Click **Submit**
7. Select how you want to receive the type of authentication (SMS or Voice)
8. Enter the phone number where the validation code should be sent

Information entered successfully, you will see **DMV check successful. Please enter MFA information.** If your DMV validation is not successful, see your HCS Coordinator to be enrolled.

How do I use the MFA feature...

1. Click the application that requires MFA in your My Applications
2. You will receive the verification code either SMS or Voice
3. Enter the verification code
4. Click **Authenticate**

or

HCS Coordinator steps...

What is needed to enter my user's MFA information...

1. You will need to validate the user in person
2. The user must have a valid photo ID

U.S.Passport, with photograph and name
US Driver's License with photograph and name
US Federal,NY State ID card with photograph
Driver's Lic issued by Canadian Govt.
Unexpired foreign passport with I-551/I-94
Alien Registration Card with photograph
Unexpired Temporary Resident Card(INS I-688)
Unexpired Employment Card(INS I-688A)
Unexpired Reentry Permit(INS I-327)
Unexpired Refugee Travel Document(INS I-571)
Unexpired Employment Document(INS I-688B)

Where do I locate the MFA feature...

1. Open a web browser.
2. Go to HCS
<https://commerce.health.state.ny.us>
3. Enter your User ID and Password
4. Click **Sign In**
5. Click **Coordinator's Update Tool** in your My Applications
6. Select the organization (if not selected)
7. Click **Manage People**
8. Click the user's name link
9. Click the **MFA Information** tab

MFA Information

How do I enroll my user's MFA information...

1. Enter your date of birth (YYYYMMDD format)
2. Select your gender
3. Select the user's valid photo ID
4. Enter the additional criteria in **Comments** :

2. Select how the user wants to receive the type of authentication (SMS or Voice)

3. Enter the phone number the validation code should be sent to
4. Click **Submit**

Information entered successfully, you will see **MFA information saved successfully.**

Need help...

- MFA questions—Send an email to hcsoutreach@health.ny.gov.
- I locked my account! User's will have three chances to enter the MFA validation code successfully in an application. After three failed attempts, they will be logged out HCS and their account will be locked.
 1. They must contact the Commerce Accounts Management Unit (CAMU) at 1-866-529-1890 option 1 to have their account unlocked.

- End-user completes the process if he/she has New York State Driver's License or New York State Non-Driver's Photo Identification.
- HCS Coordinator completes for all others.



Department of Health

Medicaid Redesign Team

Select LGU or SPOA Next Steps

The proceeding section applies to the following agencies:

ACCESS: Supports for Living
Allegany County Community Services
Chautauqua County Department of Mental Hygiene
Children's Home of Jefferson County
Clinton County Community Services Administration
Columbia County Department of Human Services
Cortland County Department of Mental Health
Franziska Racker Centers, Inc.
Fulton County Mental Health
Hamilton County Community Services
Herkimer County Mental Health
Livingston County Mental Health Services
Mental Health Association in Fulton & Montgomery Counties

Montgomery County Mental Health Dept.
Mount Sinai-St. Luke's Hospital
NYC Department of Health and Mental Hygiene
Orleans County Department of Mental Health
Putnam County Department of Mental Health
Rensselaer County Department of Mental Health
Saratoga County Mental Health
Schenectady County Office of Community Services
Schuyler County Mental Health
Seneca County Mental Health Department
Wayne County Mental Health Department

The above agencies have NOT submitted the names of the HCS Director and HCS Coordinator (at least one).

* List is current as of July 21, 2016.

LGU/SPOA & HCS

- **HCS Director** - can bind the organization with NYSDOH (preferably a CEO, CFO or COO). This person by default is also a Coordinator, Security Coordinator and User. Each organization can only have one HCS Director.
- **HCS Coordinator** - has the responsibility and authority to request and manage Commerce accounts and manage roles in the Communications Directory. This person by default is also a User. Each organization is encouraged to have two HCS Coordinators.
- Refer to July 15, 2016 email for instructions on identifying new HCS Directors and Coordinators.
- **Submit the names of the HCS Director and HCS Coordinator(s) by Friday, July 22.**
- **This will impact your organization's readiness.**

SDOH Next Steps

- Process HCS Director and HCS Coordinator requests.
- Process LGU and SPOA Gatekeeper Requests.
- Notify users when training is available (anticipated August 2016).

Submission of Documents and Updates

- Please send any questions, comments or feedback on Health Homes Serving Children to: **hhsc@health.ny.gov** or contact the Health Home Program at the Department of Health at 518.473.5569.
- Stay current by visiting our website:
http://www.health.ny.gov/health_care/medicaid//program/medicaid_health_homes/health_homes_and_children.htm
- Health Home Listserv
http://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/listserv.htm
- Health Home Bureau Mail Log (BML)
https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action
 - Enter “MAPP Children’s Health Home Webinar” in the subject line.

Health Homes Serving Children List of Acronyms

- ACS: NYC Administration of Children Services
- AI: AIDS Institute
- ALP: Assisted Living Program
- ASA: Administrative Service Agreement
- BAA: Business Associate Agreement
- BHO: Behavioral Health Organization
- CAH: Care at Home
- CBO: Community Based Organizations
- CMA: Care Management Agency
- DEAA: Data Exchange Agreement Application
- EI: Early Intervention
- FFS: Fee For Service
- HCBS: Home and Community Based Services
- HCS: Health Commerce System
- HH: Health Home
- HHSC: Health Home Serving Children
- HIT: Health Information Technology
- LDSS: Local Department of Social Services
- LGU: Local Government Unit
- MAPP: Medicaid Analytics Performance Portal (Health Home Tracking System)

Health Homes Serving Children List of Acronyms

- MCO/MCP: Managed Care Organization / Managed Care Plan
- MRT: Medicaid Redesign Team
- MMIS #: Medicaid Management Information Systems
- NPI #: National Provider Identifier
- OASAS: Office of Alcoholism and Substance Abuse Services
- OCFS: Office of Children and Family Services
- OMH: Office of Mental Health
- OMH-TCM: Office of Mental Health Targeted Case Management
- SED: Serious Emotional Disturbance
- SMI: Serious Mental Illness
- SPA: State Plan Amendment
- SPOA: Single Point of Access
- SPOC: Single Point of Contact
- TCM: Targeted Case Management
- UAS-NY: Uniform Assessment System for New York
- VFCA: Voluntary Foster Care Agency